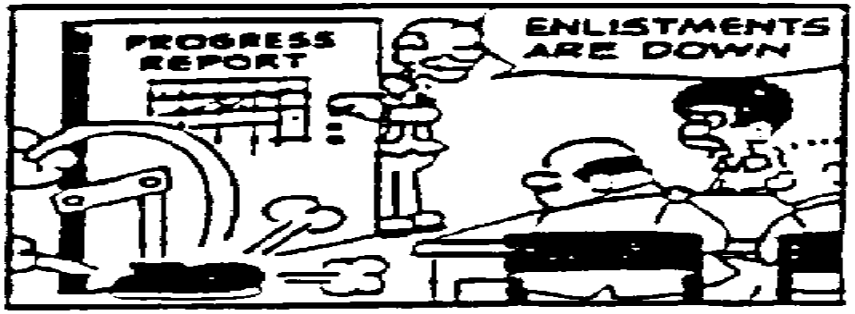
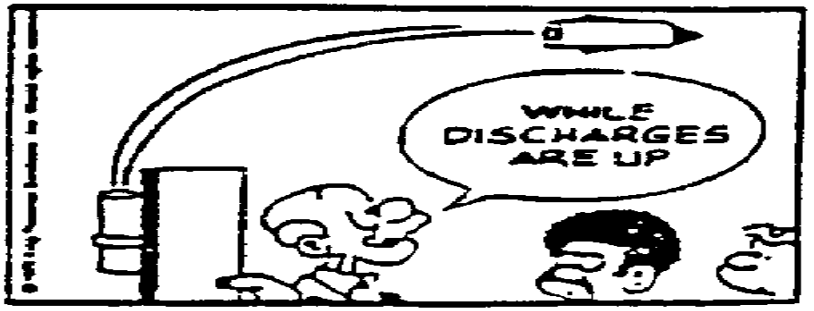
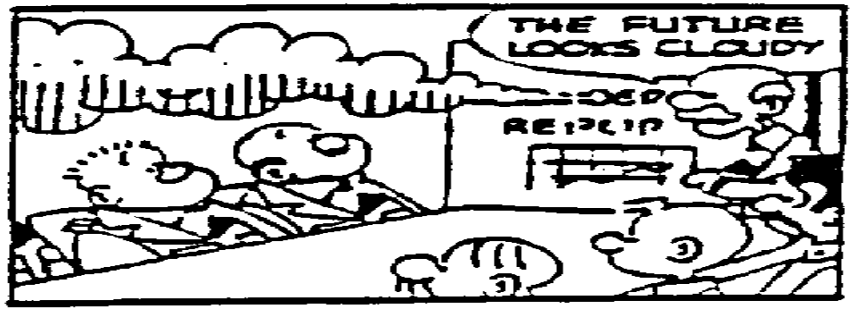
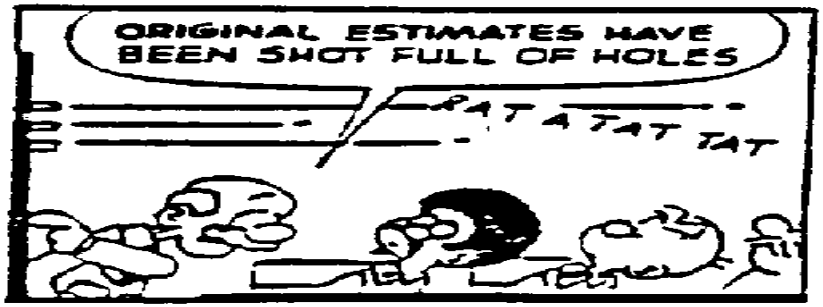
beetle bailey

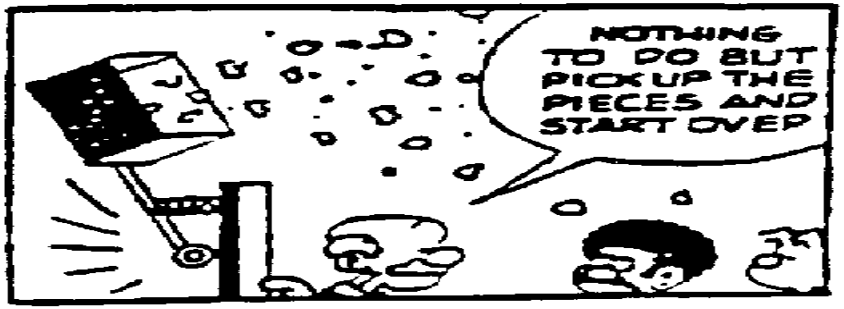
by Mort Walker

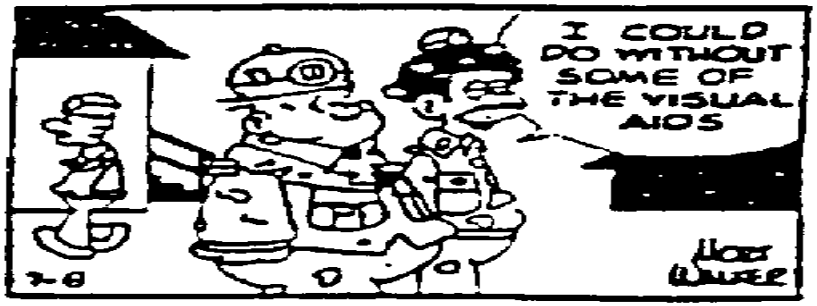












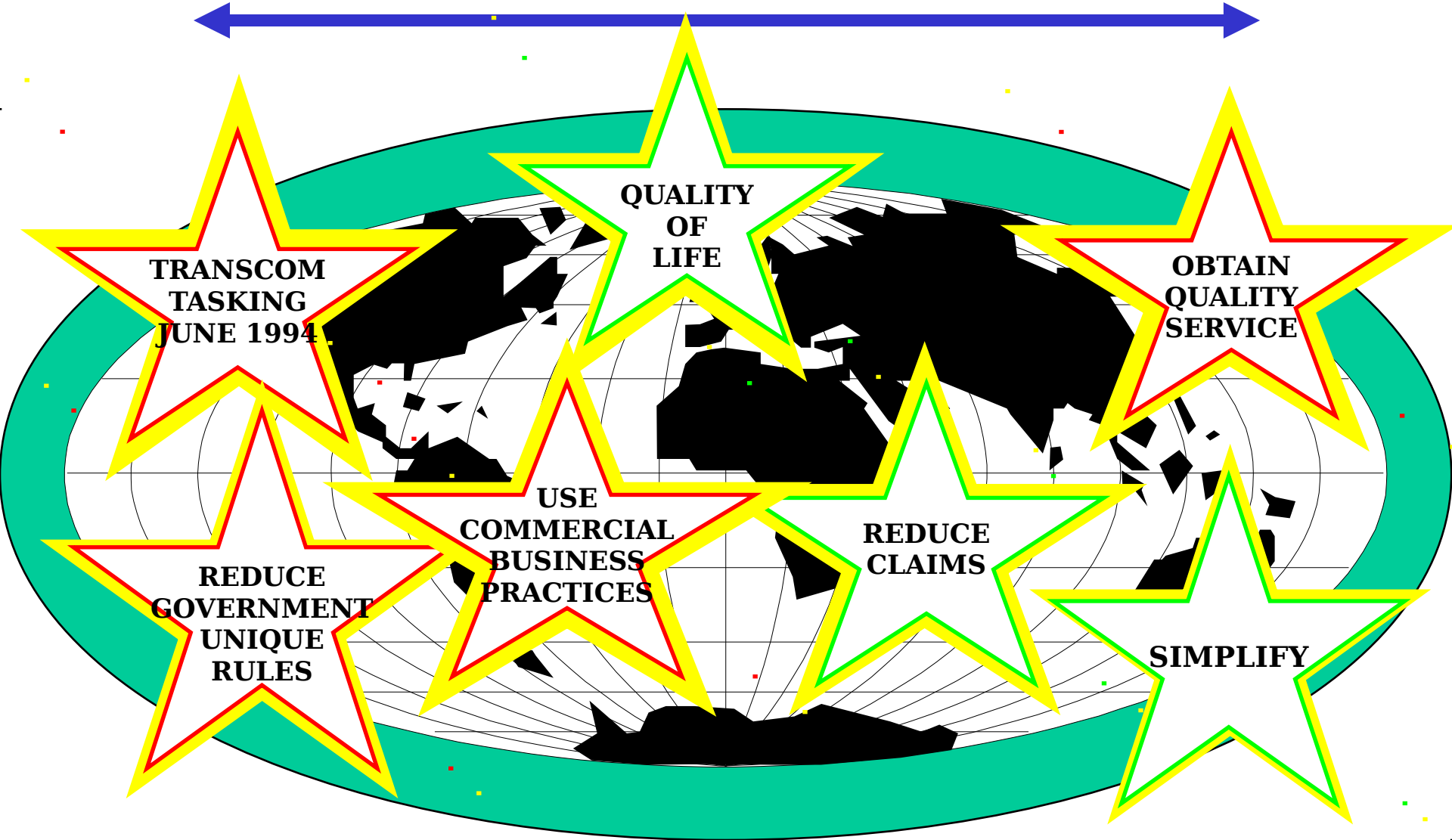
REENGINEERING THE DOD'S PERSONAL PROPERTY PROGRAM

MTMC Symposium 1999

MTMC Symposium 1999

30 March 1999

WHY REENGINEER?



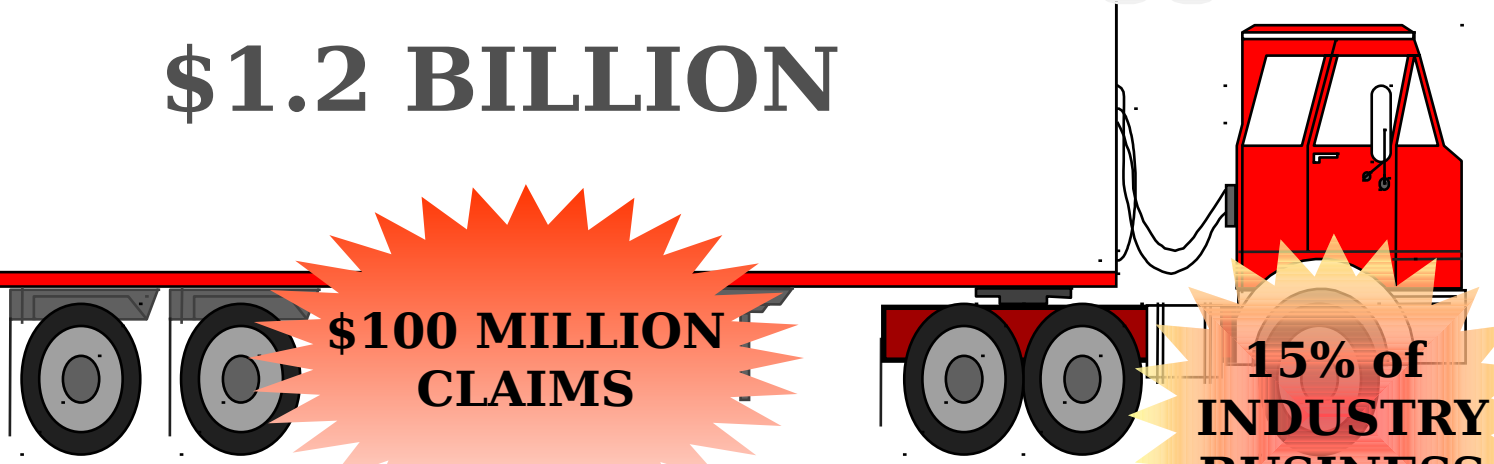
DOD PROGRAM SCOPE

650,000 MOVES

$1.1 BILLION TRANSPORTATION

1,200 CARRIERS

$1.2 BILLION



25% Claims Rate

$100 MILLION CLAIMS

15% of INDUSTRY BUSINESS

DOD IS INDUSTRY'S SINGLE LARGEST

CORPORATE BUSINESS PRACTICES

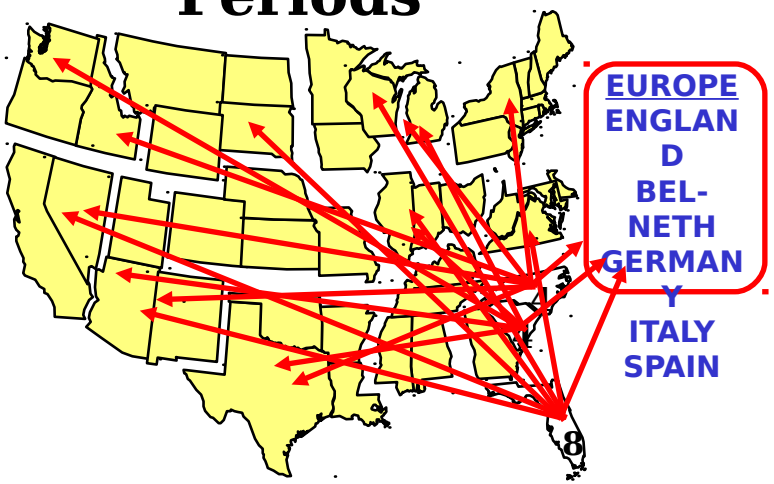
In Pilot

- ✓ Best Value - Not Low Cost
- ✓ Long Term Commitment
- ✓ Better Liability Coverage
- ✓ Toll Free Telephone Numbe
- ✓ Direct Contact With Custor rs
- ✓ Customer Satisfaction
- ✓ Reward Good Service

We want corporate customer status

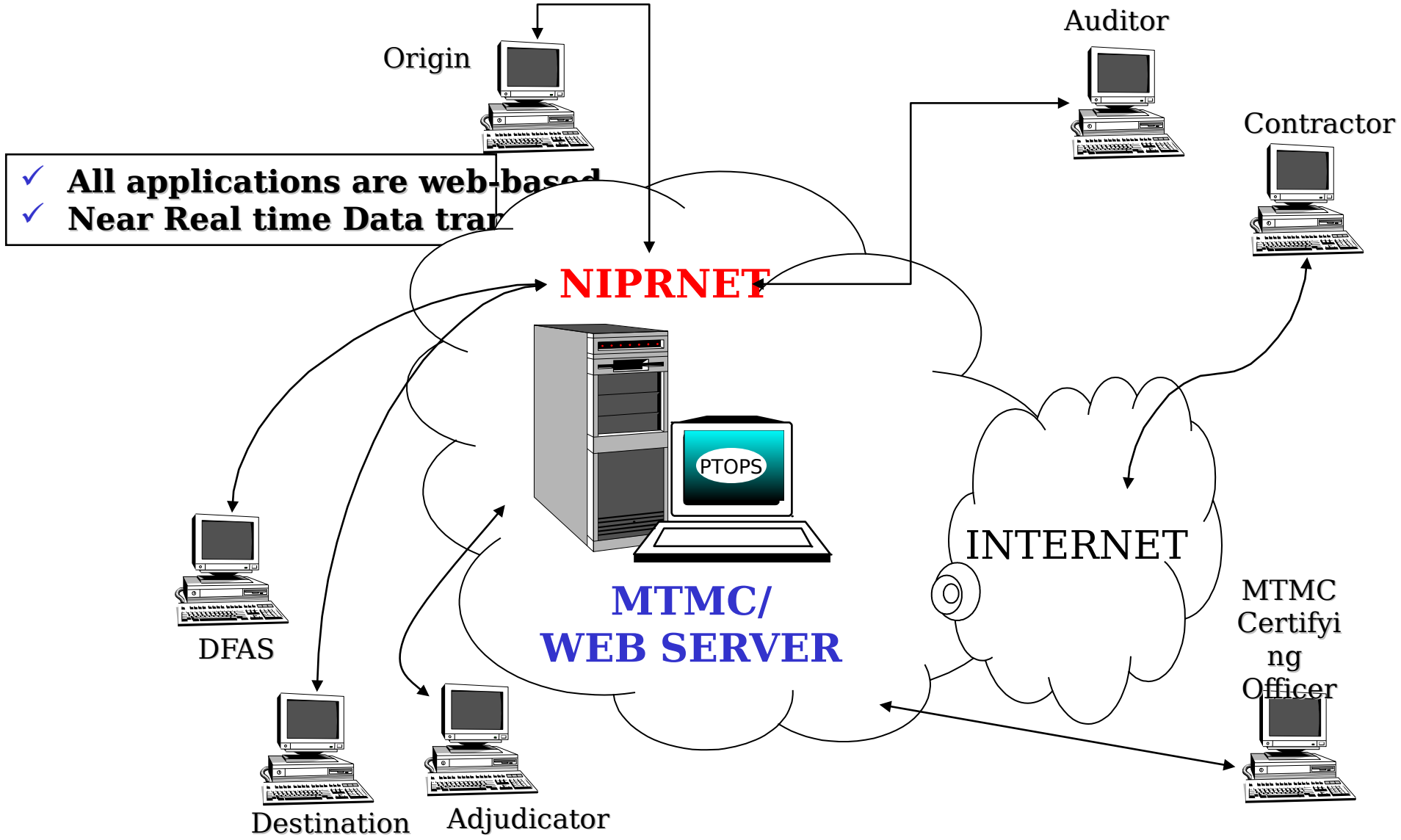
THE PILOT TEST

- Negotiated Best Value, Firm Fixed Price, Indefinite Delivery, Indefinite Quantity (IDIQ) FAR Contract, Part 12, Mult
  - 1 Year With Two 1 - Year Option Periods



- 13 CONUS & 5 OCONUS Destination Regions
- Available service -- Any or All Origin Test States to Any or All Destination Regions (Domestic and/or International)
- 50% of All Eligible Traffic Out of NC, SC & FL - 18,500 Shipments
- Atlanta RSMO is 1st Line of Communications, Provides Partial Contract Administration, Functional Support and

HOW PILOT TOPS (PTOPS) WORKS



SUCCESSFUL CONTRACTORS

- **Contract Award**
  - **Best Value Evaluation**
    - **Past Performance & Experience**
    - **Subcontracting Plans**
    - **Pricing**
  - **Source Selection Team Comprised of Field and MTMC Personnel**
- **Task Order Competition**
  - **Contract Minimum/ Round Robin**
  - **Contractor Performance**
    - **Performance Metrics Collected by 3rd Party Auditor**
    - **Contract Compliance as Collected by PPSO**
    - **Performance History Empowers PPSO in Best Value Awards of Task Orders**

PILOT INITIATIVES

- **Corporate Practices**
- **Third Party Auditor**
  - **Compiles Performance Data**
  - **Conducts Pre-payment Investigative Audit**
    - **Prevents Payment of Overcharges, Dollars Remain with Services**
  - **Supports Certification of Invoices for Payment**
  - **Prepares Management Information Reports**
- **Automated Bid Solicitation and Evaluation**
- **WEB-based Automation Support**
- **Customer Satisfaction Determines Continued Contractor Performance**

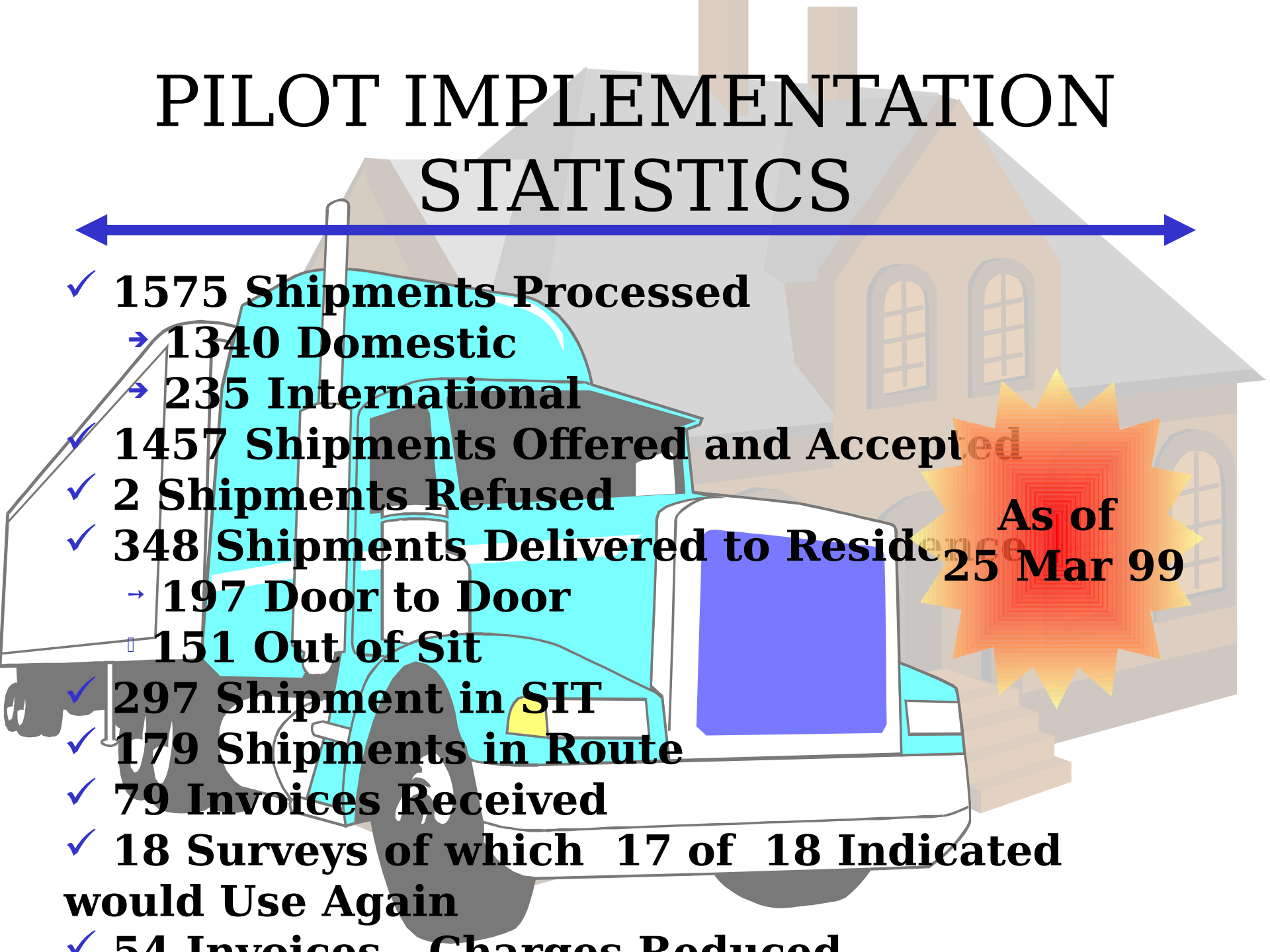
AWARD STATISTICS

- ☑ **41 Contracts Covering 53 Channels**
- ☑ **Range from 7 to 29 per Channel**
- ☑ **17 of 41 Contracts are Small Businesses as Prime**
- ☑ **41% of Total Contracts to Small Business**
- ☑ **17 Channels Set-aside Exclusively for Small Business**
- ☑ **MTMC Exceeded Subcontracting Goals**

PILOT IMPLEMENTATION

- ✓ **North Carolina Started 11 Jan 99**
- ✓ **South Carolina Started 19 Jan 99**
- ✓ **Florida Started 1 Feb 99**

PILOT IMPLEMENTATION STATISTICS



- ✓ **1575 Shipments Processed**
  - ➔ **1340 Domestic**
  - ➔ **235 International**
- ✓ **1457 Shipments Offered and Accepted**
- ✓ **2 Shipments Refused**
- ✓ **348 Shipments Delivered to Residence**
  - → **197 Door to Door**
  - **151 Out of Sit**
- ✓ **297 Shipment in SIT**
- ✓ **179 Shipments in Route**
- ✓ **79 Invoices Received**
- ✓ **18 Surveys of which 17 of 18 Indicated would Use Again**
- ✓ **54 Invoices - Charges Reduced**

As of 25 Mar 99

FEEDBACK

- ☺ **Good Response from Service Members**
  - ✓ **Like Increased Valuation**
  - ✓ **Like Direct Contact with Contractor**
  - ✓ **Like ITV**
- ☺ **Response from most PPSOs Post**
  - ✓ **Less Administrative Hassle**
  - ✓ **User Friendly**
  - ✓ **Less Paperwork**

PILOT IMPLEMENTATION ISSUES

- **Perception of What is Corporate Practice**
  - **By PPSO**
  - **By Contractor**
- **Internet Connectivity Issues**
  - **Downtime**
  - **Accessibility PPSOs**
- **Use of Industry Tariff**
  - **More complex**
- **Training**
  - **Continued Need**
  - **Advise Service Headquarters**

FUTURE PILOT INITIATIVES

- **Long Distance Training**
  - **Can be Done Onsite at No Cost**
  - **What is Required**
- **MTMC WEBSITE Contains Frequently Asked questions from PPSO and Contractors**
- **Tack on for PPSO Pilot Participants at Denver Symposium, 29 Mar 99**

MTMC HOME PAGE

http://www.mtmc.army.